

City of High Point, North Carolina
Public Services Department
SWIMMING POOL POLICY



The purpose of this Policy is to clarify the City's Customer Service Policy, Section 4, Page 12, (Revised February 2005), for Billing , Rates and Bill Adjustments.

It is the City of High Point's intent for all swimming pools (including hot tubs and spas) to drain to the sewer collection system for proper treatment. The chemicals used to maintain proper pH, Alkalinity, and disinfection in swimming pools are not to be discharged to the surface waters or to storm water drains. To protect the waters of the State, the City requires that these discharges be routed to the sanitary sewer system either by direct plumbing connection or by pumping to an active clean-out on the sewer system.

In specific cases where the customer can demonstrate that there is no discharge of swimming pool water to the sanitary sewer system (i.e. the facility has water in it all year), the customer may request a credit of sewer charges according to the following:

- The customer must request the credit either by calling or writing to the Customer Service Department.
- The City may make an adjustment for the sewer portion of a customer's utility bill due to the filling of a swimming pool with water that has registered on a City water meter. It must be shown that the water was used to "top off" or maintain a water level only; or it was water lost due to a pool liner leak; or some other situation that prevented it from returning to the sanitary sewer. The water loss must be at least 2 units (1,500 gallons) to qualify for this credit to the sewer portion of a customer's utility bill.
- The adjustment will be calculated by the City based upon previous usage records.
- Tankers used for filling swimming pools will be charged for water only. However, the vendor must get the appropriate hydrant permit from the City.
- The Director of Public Services, or his designee, will resolve any disputes regarding the issuance of a sewer credit.